

Kentucky Occupational Skill Standards List

7000 Transportation

AA		COMMUNICATION AND TEAMWORK
AA	001	Read Process information and follow instructions
AA	002	Read material and describe concepts
AA	003	Use correct pronunciation, spelling, grammar, and syntax
AA	004	Write with accuracy, brevity, and clarity
AA	005	Apply conflict and resolution techniques
AA	006	Possess basic computer keyboarding skills
AA	007	Demonstrate basics of interpersonal communication (listening, written/oral, etc.)
AA	008	Exhibit interpersonal characteristics of a team player
AA	009	Demonstrate the characteristics of a team player
AA	010	Contrast the role of a team with the role of an individual
AA	011	Demonstrate the techniques used as a team leader
AA	012	Demonstrate productive relationships within the work group
AA	013	Demonstrate the ability to communicate verbally using good speaking characteristics
AA	014	Apply basic leadership skills
AB		MATH AND MEASUREMENT
AB	001	Add, subtract, multiply, and divide four-digit numbers with the use of a calculator
AB	002	Add, subtract, multiply, and divide four-digit numbers without the use of a calculator
AB	003	Solve basic math problems
AB	004	Convert and distinguish between US and metric measurement systems
AB	005	Convert fractional measurement to decimal measurement
AB	006	Compute within measurement systems
AB	007	Document results of measurement activities and calculations
AB	008	Calculate with percents, rate, ratio, and proportion with the use of a calculator
AB	009	Estimate arithmetic results without the use of a calculator
AB	010	Use hand calculator
AB	011	Distinguish between direct and calculated measurements
AB	012	Compute industry related measurement problems accurately
AB	013	Determine area and volume of various geometrical shapes accurately
AB	014	Solve ratio, proportion, and percentage problems accurately
AB	015	Perform algebraic operations, involving addition, subtraction, multiplication, and division of positive and negative numbers accurately
AC		PROBLEM SOLVING
AC	001	Apply narrative workplace problem-solving techniques of math and science
AD		BUSINESS ENVIRONMENT OPERATIONS
AD	001	Identify the organizational need for profit
AD	002	Define the term "profit"
AD	003	Explain the effect of quality on profit
AD	004	Identify the effects of continuous quality improvement
AD	005	Identify your customers
AD	006	Apply business ethics
AD	007	Describe the importance of the variety of modes transportation uses to move people and goods
AE		LEARNING SKILLS
AE	001	Identify personal preferred learning styles
AF		COMPUTER USE
AF	001	Demonstrate use of word processing, spreadsheet, and database software packages
AG		SCIENCE
AG	001	Use and understand the principles of simple machines, sound, fluid, electrical, and heat dynamics
EA		COMMUNICATION AND TEAMWORK
EA	001	Read documentation such as computer manual, to determine actions for specific situations
EA	002	Organize materials with a logical flow

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EA	003	Interpret and clarify directions prepared by others
EA	004	Interview the customer to establish his/her requirements
EA	005	Apply team concepts
EA	006	Write steps of an occupational process using sentences and statements as appropriate, such as service requests
EA	007	Identify possible electronic communication methods
EA	008	Select appropriate communication methods
EA	009	Demonstrate the characteristics of a good group leader
EA	010	Select appropriate group processes
EA	011	Exhibit interpersonal skills and work as a team member
EA	012	Demonstrate group leadership
EA	013	Exhibit the proper use of manners in the work place
EB		WORKPLACE SAFETY AND HEALTH
EB	001	Assume responsibility for the personal safety of self and others
EB	002	Maintain a clean and safe work environment
EB	003	Demonstrate a positive personal attitude toward safety
EB	004	Comply with established local, state, and federal safety and health practices
EB	005	Identify and understand the use of fire exits and fire-fighting equipment
EB	006	Report unsafe practices to appropriate personnel
EB	007	Identify methods of preventing accidents in the work place
EC		PROBLEM SOLVING
EC	001	Select an appropriate problem-solving system
EC	002	Apply a system of problem-solving
EC	003	Identify opportunities for applying problem-solving techniques
ED		BUSINESS ENVIRONMENT AND OPERATIONS
ED	001	Identify the components that lead to customer satisfaction
ED	002	Identify possible actions that may lead to customer dissatisfaction
ED	003	Identify ways customer satisfaction may affect company success
ED	004	Explain the importance of a business reputation
ED	005	Identify how customer satisfaction influences a business reputation
ED	006	Identify possible actions that may be used to correct customer dissatisfaction
EE		WORKFORCE ISSUES
EE	001	List the differences between a team environment workplace and conventional workplace
EE	002	Identify the characteristics of a diverse work force
EE	003	Identify and demonstrate ethical characteristics and behaviors
EE	004	Differentiate between good and poor business ethics practices
EE	005	Define discrimination, harassment, and equity
EE	006	Give examples of non-discriminatory behavior
EE	007	Recognize confidential and sensitive company information
EF		WORKPLACE SKILLS
EF	001	Demonstrate punctual, regular attendance
EF	002	Demonstrate enthusiasm and confidence about work and learning new tasks
EF	003	Demonstrate appropriate dress and hygiene for successful employment
EF	004	Demonstrate the ability to act in a polite and respectful way toward co-workers
EF	005	Demonstrate the ability to follow through and complete tasks on time and accurately
EF	006	Demonstrate the ability to make career decisions
EF	007	Prepare a resume and a letter of application or interest
EF	008	Complete an application for employment properly
EF	009	Participate in an employment interview
EF	010	Follow directions and procedures
EF	011	Accept constructive criticism

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EF	012	Demonstrate an ability to learn new skills and behaviors
EF	013	Demonstrate a willingness to work and learn
EF	014	Work with minimal supervision
EF	015	Exhibit time management skills
EF	016	Identify factors involved in having a positive attitude toward the workplace and fellow employees
EF	017	Identify the importance of understanding personal limits and communicating to a supervisor the inability to complete a task due to knowledge, skill, physical, or emotional concerns
EF	018	Identify personal limits due to set authorization, company policies, rules, laws, and regulations
EF	019	Identify the importance of respecting yourself and others
EF	020	List strategies needed to adjust to change in the world of work
OA		COMMUNICATION AND TEAMWORK
OA	001	Apply principles of interpersonal skills and team work to transportation situations
OB		MATH AND MEASUREMENT
OB	001	Create and interpret basic graphs and charts commonly used in transportation accurately
OB	002	Apply measurement techniques in transportation activities accurately
OB	003	Demonstrate proper general measurement techniques
OB	004	Demonstrate competencies in technical mathematics and in the use of applicable measuring tools and techniques
OC		WORKPLACE SAFETY AND HEALTH
OC	001	Complete forms and paperwork as required
OC	002	Wear protective safety clothing as required
OC	003	Maintain and use protective guards and equipment on machinery
OC	004	Identify, handle and store flammable and hazardous materials appropriately
OC	005	Use electrical devices correctly and safely
OC	006	Practice proper waste disposal habits
OC	007	Keep aisles clear of equipment and materials
OC	008	Read and apply MSDS sheets
OC	009	Operate equipment in a safe, prescribed manner
OC	010	Follow established safety procedures when around machinery or equipment
OC	011	Follow established safety procedures when using tools or operating machinery
OC	012	Operate hand tools in a safe, prescribed manner
OC	013	Know location of power shutoff controls for all machinery and equipment
OC	014	Report safety malfunctions to appropriate personnel
OC	015	Inspect material, equipment and fixtures to determine defects
OC	016	Determine weight and operating limits of equipment
OC	017	Perform periodic checks during operation to assure proper function
OC	018	Respond to emergencies in the appropriate manner
OC	019	Apply ergonomics to the transportation process
OC	020	Demonstrate the ability to apply continuous quality improvement to transportation processes
OC	021	Integrate improvement processes
OC	022	Demonstrate methods of preventing accidents in the workplace
OC	023	Define a safe work environment
OD		PROBLEM SOLVING
OD	001	Identify customer concerns
OD	002	Determine causes of the problem
OD	003	Apply problem-solving system
OD	004	Recommend possible solutions
OD	005	Inspect, troubleshoot, diagnose service, and/or verify compliance
OE		QUALITY ASSURANCE
OE	001	Demonstrate compliance with manufacturers' required specifications and/or industry standards
OE	002	Identify how quality control systems influence specific transportation activities

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OE	003	Develop a quality control plan
OF		OPERATION, MAINTENANCE & SERVICE PUBLICATION
OF	001	Read and interpret operation, maintenance and service publications and drawings
OF	002	Interpret commonly used abbreviations and terminology
OG		BUSINESS ENVIRONMENT AND OPERATION
OG	001	Identify opportunities for profit in transportation processes
OG	002	Identify possible barriers to profit in transportation process
OG	003	Identify strategies that may maximize profit potential in transportation processes
OG	004	Define the term "value added" related to transportation process
OG	005	Identify steps within transportation processes that determine cost
OH		WORKPLACE SKILLS
OH	001	Demonstrate safe, careful use, treatment and maintenance of tools, equipment, and/or machines
OH	002	Demonstrate basic mechanical and manipulative motor skills
OH	003	Demonstrate the ability to troubleshoot, diagnose, service, inspect, and/or verify a transportation concern
OI		LEARNING SKILLS
OI	001	Participate in product or process specific training
OI	002	Demonstrate ability to learn new process steps
OI	003	Implement new process steps given oral instructions
OI	004	Read process instructions and implement appropriate steps
OJ		TRANSPORTATION FUNDAMENTALS
OJ	001	Identify a variety of common tools and/or equipment
OJ	002	Describe the function of specific tools and/or equipment
OJ	003	Interpret transportation resources to determine appropriate tool and/or equipment usage
OK		COMPUTER USE
OK	001	Identify computer applications used in the transportation industry
OK	002	List various methods of tracking inventory quantities
OK	003	Identify factors that determine inventory demand
OK	004	Demonstrate use of transportation industry-accepted software packages
OL		SCIENCE
OL	001	Describe the internal combustion engine cycle
OL	002	Apply Ohm's law
OL	003	Describe the operations of basic electrical components
OL	004	Describe the principle of basic hydraulics and pneumatics
OL	005	Describe hand tools as simple machines